

## SAI Global Multi-Year Accessibility Plan

### Purpose

The purpose of the Multi-Year Accessibility Plan is to outline QMI-SAI Canada Limited (“SAI”) strategy to prevent and remove barriers and meet its requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”). The plan covers a five-year period (2020-2025), to align with our strategic plan. It will be reviewed at the end of that period of time, or sooner, if necessary, to address any changes in our accessibility-related compliance obligations.

### Statement of Commitment

SAI is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 and the related Integrated Accessibility Standards Regulations (“IASR”)

### Training

SAI will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The content and format of training may vary based on the level of public interaction, and/or involvement in the development of policies, procedures and practices pertaining to the provision of services.

The following steps have been taking to ensure employees are provided with the training needed to meet Ontario’s accessibility laws by January 1, 2015:

- Provide training to all existing employees
- Provide training to all new hires

### Accessible Emergency Information

SAI is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### Information and communications

SAI is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

SAI has taken the necessary steps to ensure feedback processes are accessible to people with disabilities upon request.

SAI has taken the necessary steps to make its website content conform to WCAG 2.0 Level AA.

## **Employment**

SAI is committed to fair and accessible employment practices. We will notify the public and employees that, when requested, we will accommodate people with disabilities during the recruitment, assessment and hiring processes and during employment.

SAI will create a written process for developing individual accommodation plans for employees with disabilities. We will create a written process for developing return to work plans for employees that have been absent due to a disability and require disability-related accommodations to return to work.

SAI will ensure the accessibility needs of employees with disabilities needs are taken into account when using performance management, career development and redeployment processes.

## **Customer Service**

SAI is committed to providing its goods and services in Ontario in an accessible manner to all customers, including persons with disabilities, consistent with the principles of dignity, independence, integration and equal opportunity. SAI encourages open two-way communication and expects person with disabilities to communicate their needs for accommodation and assistance if it is not readily apparent how that need can be met.

SAI welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. The only premises that a service animal will not be permitted is in the lunchroom for food hygiene purposes.

SAI welcomes people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

SAI will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

## **For more information**

For more information on this accessibility plan, please contact Human Resources at:

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